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June 25, 2007

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.  
Director and Chief Medical Officer

SUBJECT: **REQUEST TO AMEND INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDERS N06-0199  
AND N06-0202 FOR TWO SENIOR INTEGRATION  
ENGINE PROGRAMMER CONSULTANTS FOR THE  
DEPARTMENT OF HEALTH SERVICES**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Orders N06-0199 and N06-0202 with Global Services Resources, Inc., dba ComputerWorks Technologies, by extending the term and increasing the total maximum dollar amount. It is requested that each Work Order be extended through June 30, 2008 and increase the maximum amount of each Work Order by \$289,003. This added funding will increase the total cost of the two Work Orders to \$728,000. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

**BACKGROUND**

The Department of Health Services (DHS) – Information Resource Management (IRM) – Data and Analytics Division – Enterprise Application Integration Section is responsible for the development and implementation of Health Level Seven (HL7) interfaces for six County hospitals and their respective hospital and ancillary information systems, in addition to transmitting real-time patient data to populate the Enterprise Data Repository (EDR). Over the last three years, tremendous progress has been made in the manner in which patient data is transmitted and aggregated at an enterprise level for DHS. However, as technology has evolved and DHS is migrating from no longer supported legacy software to enterprise wide solutions with real time reporting, there is an ongoing need to develop additional interfaces for transmitting critical data within DHS.

**SCOPE OF WORK**

The Work Orders provide senior level consultants who will assist project managers in areas of "industry best-practices" solutions, enterprise application integration (EAI) architecture, including providing recommendations for

moving towards service-oriented architecture (SOA) and enterprise service bus (ESB) models; and conversion of e\*Gate to SUN Java Composite Application Platform Suite (JCAPS). Projects they will assist in supporting include the following:

- o Migrate from eGate version 5.1 to SUN JCAPS version 5.1.2 which is a shift towards an open source industry standard for Java 2 Platform, Enterprise Edition.
- o Implement the next generation of advanced integration concepts known as the ESB and SOA which will simplify complex messaging infrastructures and make valuable use of (patient) data while in transmission.
- o Provide for a scalable, high availability, fault tolerant, and automatic fail-over integration engine solution for Health Services Administration, the new MetroCare Network, and six County hospitals.
- o Provide extraction, transformation, and loading (ETL) of the next phase of HL7 message structures such as orders, results reporting, financial, charges, and physician, dictionary updates between applications into the EDR.
- o Provide ETL from the EDR for operational data mining for new Business Intelligence - Cognos reporting applications to provide executive management with decision making tools via dashboards which make use of real-time data updates.
- o Support implementation of all enterprise hospital information systems and ancillary systems such as Pharmacy, Laboratory, Radiology PACS, and Cardiology requiring expert analysis of vendor specifications, recommendations on complex interdependent interfaces, testing, validation, auditing, performance measuring, and coding of logic; provide for standardization of integration architecture for hardware, operating systems, and application methodologies for interface implementations across DHS.

### **JUSTIFICATION**

DHS has an extensive number of projects to complete in often compressed timeframes and does not have sufficient experienced staff to perform the required work. While the Department recognizes that reliance on contract consultants may not be ideal, we continue to be unable to attract comparably qualified permanent replacements within the allocation of budgeted items available to us. Although several exams have been administered, the results have not produced candidates with the information technology (IT) skills and experience required to perform these technically specialized functions. Additional higher level IT positions have been requested in the fiscal year 07-08 DHS budget. However, DHS' ability to appropriately staff the department's IT projects is not only dependent on approval of the requested budgeted positions but also on successful recruitment efforts.

### FINANCIAL IMPACT

These two Work Orders were competitively bid in May 2007 and initially executed for a maximum Work Order amount of \$74,997 each so that the consultants could start immediately on high priority projects. The maximum amount of the Work Orders will be increased as follows:

Work Order	FY 06-07	FY 07-08	Grand Total
N06-0199	\$74,997	\$289,003	\$364,000
N06-0202	\$74,997	\$289,003	\$364,000
Total	\$149,994	\$578,006	\$728,000

The funds for this project are currently in the Fiscal Year 2006-2007 Health Services Administration operating budget and have been requested in the Fiscal Year 2007-2008 budget.

### CLOSING


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend these Work Orders. On July 17, 2007, we will instruct ISD to proceed with the execution of the Work Order amendments.

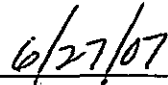
If you have any questions or require additional information, please let me know.

BAC:gc

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Chief Information Officer  
Director, Internal Services Department

**NOTED AND APPROVED:**

  
Jon W. Fullinwider  
Chief Information Officer

  
Date